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ABSTRACT

This publication provides basic information on the nature of child abuse and neglect, including chapters on: (1) the definition of relevant terms (physical abuse, neglect, emotional abuse, and sexual abuse); (2) the scope and magnitude of the problem of child abuse and neglect; (3) the causes of child maltreatment and the most common characteristics of maltreated children and their families; (4) indicators that can assist in identification of child abuse and neglect; (5) the requirements for reporting child abuse and neglect; (6) the kinds of efforts underway to prevent child abuse and neglect and to treat abused and neglected children and their families; and (7) the federal role in dealing with child maltreatment and the functions of the National Center on Child Abuse and Neglect. Appended are the names and addresses of the child protective services agencies for each state, followed by the state's procedures for reporting suspected child maltreatment; a list of national organizations concerned with child maltreatment; a list of national child welfare resource centers; and a selected bibliography of child abuse and neglect literature. (NB)

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CHILD ABUSE AND NEGLECT:

AN INFORMED APPROACH TO A

SHARED CONCERN

MARCH 1986

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Office of Human Development Services
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Child Abuse and Neglect:
An Informed Approach to a Shared Concern

Introduction

Two decades of involvement by researchers and practitioners with the problems of child abuse and neglect have provided a foundation on which we continue to expand both our knowledge about these complex phenomena and our ability to translate this knowledge into help for troubled families. We have learned that children of both sexes, of all ages and races, and from every income level and geographic area are harmed by child abuse and neglect. We know that a large number of maltreated children are not known to local child protection authorities. Even more disturbing is the fact that the great majority of children who are identified are served by agencies with very limited resources. On the encouraging side, however, is our growing commitment as a nation to develop policies and programs that reach out to children and families in trouble. We now recognize that child abuse and neglect concern us all, and that, in confronting these serious social problems, all elements of the community must work together to help prevent and treat them.

As a first step, we need to inform ourselves about the problem. This publication of the Clearinghouse on Child Abuse and Neglect Information provides basic information on the nature of child abuse and neglect, including: 1) the definition of these terms, 2) the scope and magnitude of the problem, 3) the causes of child maltreatment and the most common characteristics of maltreated children and their families, 4) indicators that can assist in identification, 5) the requirements for reporting child abuse and neglect, and 6) the kinds of efforts underway to prevent child abuse and neglect and to treat abused and neglected children and their families.

PART I Definitions: What do we mean by child abuse and neglect?

Child abuse and neglect encompass a wide range of behaviors and patterns of family interaction. In general, these terms refer to harm or predictable harm to a child under the age of 18 caused by a parent, guardian or other person responsible for a child's welfare (such as a residential child care worker or daycare provider), resulting either from assault, willful inattention, or failure to provide the necessities of life. What makes child abuse and neglect different from crimes committed against children by strangers is that the abuser or neglecter is someone with a duty to protect and guide the child to normal adulthood. Appendix 6 contains excerpts from the Child Abuse Prevention and Treatment Act; Section 3 provides the definition of child abuse and neglect.

We can identify four major kinds of child maltreatment:

1. Physical Abuse: Includes violent assault with an implement such as a knife or strap, burns, fractures, or other actions leading to possible injury to the child. "Spanking" for purely disciplinary reasons generally is not seen as child abuse.

   While physical abuse cases usually are the most visible and most dramatic manifestations of the problem of child maltreatment, it is important to recognize that this type of case does not represent the most typical case of child abuse and neglect. Statistics for 1984 based on official

reports of child abuse and neglect nationwide indicate that 3 percent of reported maltreatments involved major physical injury, 18 percent involved minor physical injury, while 4 percent involved an unspecified physical injury.

2. Neglect:

   - Physical--Includes abandonment; refusal to seek, allow, or provide treatment for illness or impairment; inadequate physical supervision; disregard of health hazards in the home; and inadequate nutrition, clothing, or hygiene when the means of providing them are available.

   - Medical neglect for disabled infants--Includes withholding by hospitals of medically beneficial treatment from infants solely on the basis of present or future physical or mental impairments. (See Appendix 6 for details on definitions and recommended procedures related to medical neglect.)

   - Educational--Includes knowingly permitting chronic truancy; keeping the child home from school repeatedly without cause; or failing to enroll a child in school.

   Neglect cases represent by far the highest percentage of incidents of child abuse and neglect. In 1984, 55 percent of all officially reported cases of child maltreatment involved neglect.

3. Emotional Abuse: Includes verbal or emotional assault; close confinement such as tying or locking in a closet; inadequate nurturance such as that affecting failure-to-thrive babies; knowingly permitting antisocial behavior such as delinquency or serious alcohol/drug abuse; or refusal to allow medical care for a diagnosed emotional problem.

   In 1984, 11 percent of all officially reported cases of child maltreatment involved emotional abuse.

4. Sexual Abuse: Includes sexual molestation, incest, and exploitation for prostitution or the production of pornographic materials.

   Sexual abuse has recently come to the forefront of national attention as a problem of particular concern. In 1984, 13 percent of all officially reported cases of child abuse and neglect involved sexual maltreatment. However, because of the "conspiracy of silence" that so often attends this form of maltreatment, it is considered to be the most under-reported form of abuse and neglect.

   Child sexual abuse encompasses a range of behavior ranging from fondling and exhibitionism to incest and forcible rape, as well as commercial exploitation in prostitution and use of children for production of pornographic materials. (See Appendix 6 Section 3(2). Acts of sexual abuse committed by a stranger or a person not responsible for the full-time care of a child (such as a teacher, daycare provider, or recreation leader) usually have not been covered under state child abuse and neglect laws for child protective purposes, but only under criminal laws. Under the 1984 NCCAN reauthorization, however, the mandate for protective services has been extended to cover providers of out-of-home care as stated above.

PART II Incidence: How widespread is the problem?

One of the most difficult problems in the field of child abuse and neglect has been to obtain reliable figures on the incidence of the problem. Because of differences in ways child maltreatment is defined, identified, and handled, estimates on the number of child abuse and neglect cases in the United States have varied.

We now have eight years of data from a study of officially reported cases of child abuse and neglect that is conducted each year by the American Humane Association's Child Protection Division. This study attempts to record all cases of child abuse and neglect reported to official sources in most states, territories, and the District of Columbia. The most recently available statistics document that 1,727,000 reports of child maltreatment were made during 1984.

A review of child abuse and neglect reporting indicates that the number of reports has continued to rise. It is not clear how much this reflects an increased actual incidence of child abuse and neglect, and how much is a result of growing public awareness and of improved state data collection systems.

Child Abuse and Neglect Reporting by Year

Year	Number of Children Reported
1976	669,000
1977	838,000
1978	836,000
1979	988,000
1980	1,154,000
1981	1,225,000
1982	1,262,000
1983	1,477,000
1984	1,727,000

Increase 1983 - 84: 17%
Increase 1976 - 84: 158%

PART III Causes and Characteristics: What do we know about maltreated children and their families?

There are no simple answers to the question "What causes child abuse and neglect?" Knowledge acquired over the past 20 years has suggested that a broad range of psychological, environmental, and social factors influence the behavior of parents and children; affect their interaction within the family setting; and shape their relationship to their environment. Each family is different; each family story is unique. We have, however, identified some conditions or situations that may make child maltreatment more likely to occur.

Families and Children "At Risk"

A family may be "at risk" if the parent ...

- Is a "loner"--feels isolated, with no family to depend upon, no real friends, does not get along well with the neighbors.
- Has no understanding of the stages of child development and does not know what to expect of a child at a given age.
- Has a poor self-image, feels worthless, with a pervading sense of failure.
- Feels unloved, unappreciated, unwanted, with a great fear of rejection.
- Has severe personal problems such as ill health, alcoholism, or drug dependency.
- Feels that violence can often be the solution to life's problems, or has not learned to "blow off steam" in a socially acceptable manner.
- Is experiencing a time of severe stress--sudden unemployment, painful divorce, for example--without any coping mechanisms.
- Had been abused or neglected as a child.

or the child ...

- Is "different"--is smaller than average, sicklier, disabled, considered unattractive, was premature.
- Resembles or reminds the parent of someone the parent hates - "takes after" a disappointing spouse or former loved one.
- Is more demanding or poses more problems than do other children in the family.
- Is unwanted--seen as a "mistake" or burden, having "ruined things" for the parent.

Other Characteristics of Abused and Neglected Children

1. Age

- The average age of children reported as abused and/or neglected in 1984 was 7.2 years vs. 8.6 years for all U.S. children.
- Preschool children, from birth to five years of age, represented 34 percent of the overall child population in 1984, but accounted for 43 percent of maltreated children.
- Children aged 12 - 17 show the highest rate of sexual maltreatment and the least neglect.
- In general, neglect affects the youngest age groups, declining as children get older; conversely, sexual maltreatment increases with age. The highest risk of physical injury is found among the youngest children.

2. Sex

- The percentages and incidence rates for males and females differ only slightly when all forms of maltreatment and all age groups are considered. However, adolescent females are more likely to experience the range of maltreatments compared with their male counterparts.
- Teenage boys, on the other hand, are more likely to experience educational neglect and emotional abuse than are teenage girls, but are slightly less likely to experience physical neglect than are the girls.
- The incidence rate for sexual abuse is highest among adolescent females, but half the female victims of sexual abuse are under 11 years of age.

3. Family Characteristics

- Maltreated children can be found in all income groups.
- More than four times as many reported families were receiving public assistance as compared with all U.S. families with children.
- Families involved in child maltreatment are more likely to be headed by a female.
- Reported families tend to have more children than do U.S. families in general.

4. Race

- 67 percent of perpetrators reported for maltreatment in 1984 were white, close to 21 percent were black, about 10 percent were Hispanic, and almost 3 percent were "other."
- Minorities are disproportionately represented; 81 percent of all U.S. children are white, yet only 67 percent of involved children are white.

5. Geographic Location

- No geographic setting is free of child abuse and neglect. The incidence rates are similar for urban, suburban, and rural communities.
- In rural counties, the incidence rate for sexual abuse is higher than elsewhere.
- In surburban locations, the incidence rate for emotional abuse and neglect is higher than elsewhere.

PART IV Identification: How can we recognize child abuse and neglect?

Researchers and practitioners have identified a number of indicators of child abuse and neglect. Any one of these signs in a child or family may not mean anything, or may reasonably be explained. However, if a number of signs are present or if they occur frequently, child abuse or neglect may be suspected.

1. Physical Abuse

Child's appearance:

- Unusual bruises, welts, burns, fractures, bite marks.
- Frequent injuries, always explained as "accidental."

Child's behavior:

- Reports injury by parents.
- Unpleasant, hard to get along with, demanding, often does not obey. Frequently causes trouble or interferes with others. Frequently breaks or damages things. Alternatively, is unusually shy, avoids other people, including children, seems too anxious to please, seems too ready to let other people say and do things to him/her without protest.
- Frequently late or absent, or often comes to school much too early; remains after school is dismissed.
- Avoids physical contact with others.
- Wears long sleeves or other concealing clothing to hide injuries.

- Explanation of how a physical injury occurred is not believable; it does not seem to fit the type or seriousness of the injury observed.
- Seems frightened of parents, or shows little or no distress at being separated from parents.
- Seeks affection from any adult.

Parent's or caretaker's behavior:

- Uses harsh discipline which does not seem appropriate for the age, condition, or "offense" of the child.
- Offers an explanation of child's injury that does not make sense, does not fit the injury, or offers no explanation at all.
- Seems unconcerned about the child.
- Views the child in a negative way--as always bad or evil.
- Misuses alcohol or other drugs.
- Attempts to conceal child's injury or to protect identity of person responsible.

2. Neglect

Child's appearance:

- Often not clean.
- Comes to school without breakfast, often does not have lunch or lunch money.
- Clothes are dirty or unsuitable for the weather.
- Seems to be alone often, for long periods of time.
- Needs glasses, dental care, or other medical attention.

Child's behavior:

- Often tired, has no energy, lethargic.
- Frequently absent from school.
- Begs or steals food.
- Causes trouble in school, often has not done homework, uses alcohol or drugs, engages in vandalism or sexual misconduct.

Parent's or caretaker's behavior:

- Misuses alcohol or other drugs.
- Has disorganized, unstable home life.
- Seems not to care about what happens; give impression of feeling that nothing is going to make much difference anyway.
- Lives very much isolated from friends, relatives, neighbors; does not seem to know how to get along with others.
- Has history of neglect as a child.

3. Emotional Abuse

Child's appearance:

- Signs may be less obvious than in other forms of mistreatment. Behavior is the best indication.

Child's behavior:

- Is self-destructive, apathetic, depressed, withdrawn, passive.
- Shows lack of positive self-image.
- Has problems in school: either experiencing academic failure or developmental delays, or appears hyperactive, "driven."
- Seems overly anxious when faced with new situations or people, or displays a maturity inconsistent with age.
- Disorganized, distrustful, or rigidly compulsive.
- Takes on adult roles and responsibilities, including those of a parent.
- Appears autistic, delusional, paranoid, engages in excessive fantasizing.
- Throws tantrums; seems impulsive, defiant, antisocial, aggressive; constantly tests limits.
- Fearful, hyper-alert, lack of creativity and exploration.
- Difficulty in making friends and dealing with others, or lack of familial attachment and excessive peer dependence.
- Is excessively fearful, anxious, prone to nightmares or is oblivious to hazards and risks.

Parent's or caretaker's behavior:

- Blames or belittles child.
- Is cold and rejecting; withholds love.
- Treats children in the family unequally.
- Does not seem to care much about child's problems.

4. Sexual Abuse

Child's appearance:

- Has torn, stained, or bloody underclothing.
- Experiences pain or itching in genital areas.
- Has venereal disease.

Child's behavior:

- Appears withdrawn or engages in fantasy or baby-like behavior.
- Has poor relationship with other children.
- Is unwilling to participate in physical activities.
- Is engaging in delinquent acts or runs away.
- States that he/she has been sexually assaulted by parent or guardian.
- Acts like an adult, not a child.

Parent's or caretaker's behavior:

- Very protective or jealous of child.
- Encourages child to engage in prostitution or sexual acts in the presence of caretaker.
- Misuses alcohol or drugs.
- Is frequently absent from home.

PART V Reporting: What can we do if we suspect child maltreatment?

The enactment of child abuse and neglect reporting laws by state legislatures began in earnest in the early 1960's. Today all 50 states, the District of Columbia, American Samoa, Guam, Puerto Rico, and the Virgin Islands have reporting legislation. In general, these laws mandate the reporting of suspected maltreatment, provide penalties for failure to report, provide immunity to reporters from legal actions associated with the report, and define reportable conditions. The trend in mandatory reporting laws has been toward broadening the base of possible reporters. This is accomplished either by mandating that "any person" with reason to believe that a child is being maltreated report, or by specifically listing the professions required to report. A wide variety of professions is mentioned in various state reporting laws, including medical personnel, teachers, school officials or personnel, and social workers. In general, anyone suspecting that a child is being mistreated may report that suspicion. A number of states provide specific statutory authority for discretionary, rather than mandatory, reporting. However, many states make no provision for permissive reporting because they mandate reporting by everyone. If in doubt as to the requirements in your state, check with your state CPS agency. All jurisdictions provide immunity from civil or criminal liability for reporters acting in good faith. While the majority of states qualify their immunity provisions with the requirement that the report be made in good faith, some states include a presumption of good faith of reporters in their reporting laws. In all states, a reporter is not required to know or to be certain that a child has been abused or neglected as defined under state law. Reporting laws apply whenever the individual reporter has reason to believe or suspects that maltreatment is occurring.

PART VI Prevention and Treatment: What do we know and how can we help?

We still have many unanswered questions about child maltreatment and how to prevent and treat it. But we have learned enough from research and clinical efforts to be able to make some general statements about how we can at least address these social problems:

- Much child abuse and neglect is symptomatic of multiproblem family situations which require attention to the needs of the whole family. In selected situations, family therapy has proved highly effective in treating physical and sexual abuse.

- Though we cannot predict with certainty who will abuse or neglect a child or when, we can be alert to signs that suggest risk and offer assistance, relief, counseling, parent education, and emotional support to "at risk" families before children are harmed.

- One of the best times for offering preventive help to "at risk" families is after the birth of their first child.

- Child abuse and neglect cannot be adequately treated by addressing services to the parents alone; the children have usually suffered long-lasting effects and require remedial attention if they are not to be physically, mentally, or emotionally handicapped for life.

- Abused and neglected adolescents need a special kind of "protective service." They cannot be protected or treated in the same way as small children. They often come into contact with professionals as runaways, delinquents, or truants, sexually promiscuous or showing other unacceptable behavior, rather than as injured victims.

- Child abuse and neglect cases require the involvement of a variety of professionals and agencies working in close coordination. No one agency or one kind of professional can carry the whole responsibility.

- Cultural and ethnic differences pose especially difficult challenges for protection and treatment in cases of child abuse and neglect; the ideal situation is to use direct service providers who share the client family's culture and background when possible.

- Child sexual abuse prevention programs aimed at school-age children appear to be useful in helping to equip children to avoid sexually abusive situations, and to defend themselves against inappropriate approaches by adults.

- Volunteers have proven to be very effective in working with some abusive or neglectful families--especially those whose principal problem appears to be stress--if they are carefully screened and trained for that role.

- Studies of communities at the neighborhood level demonstrate that the quality of neighborhoods in terms of social cohesion, mutual support, and pride in the neighborhood, rather than socioeconomic indicators alone, correlates with incidence of child maltreatment.

These findings suggest that there is a role for all of us to play in confronting the issues of child abuse and neglect. Federal, state, and local officials; a variety of professionals including medical personnel, lawyers, law enforcement officials, teachers, and social workers; and the concerned lay public must all become involved in prevention and treatment efforts. An example of such an effort is legislation recently passed under Title XX of the Social Security Act. To foster the prevention of child maltreatment in the out-of-home setting, the legislation requires that the states inact legislation for nationwide criminal record checks and employment history checks for daycare centers in order for the states to receive their full complement of Title XX funds.

The Federal Government's role in child abuse and neglect is to aid state and local efforts in two ways. First, it provides some financial assistance to fund the agencies that investigate and treat child abuse and neglect. Second, it funds research, demonstration projects, and technical assistance efforts designed to improve our ability to prevent and treat child abuse and neglect.

Primary responsibility for dealing with the problems of child abuse and neglect is vested in state and local agencies. Each state has laws requiring the reporting of known and suspected child abuse and neglect cases; reports are investigated by public social service and/or law enforcement agencies in the local community. Preventive and treatment services for both the children and families involved are provided by local public and private agencies.

Since the problems of child abuse and neglect came to public attention nearly 20 years ago, the concerted efforts of numerous individuals and organizations have resulted in laws, agencies, and community support systems designed to help. In every state and territory, child protective service agencies exist to provide counseling, assistance, and guidance to families in stress. For severe cases, juvenile courts serve to protect children from further abuse and possible death. Parents who have themselves been abused as children have formed self-help groups to assist others in similar situations.

If you are a concerned citizen, there is much that you can do when you become involved. Know what services exist to help troubled families in your community, and work toward establishing services where the needs remain. Support crisis nurseries, emergency shelters, parenting classes, parent aide programs, parental self-help groups, community networks, counseling and mental health centers, and all forms of assistance to families in crisis. Most important, if you know of such a family, report it to the authorities so that this service need can be identified and treated.

PART VII The Federal Role: The National Center on Child Abuse and Neglect

The National Center on Child Abuse and Neglect (NCCAN) was created by the Child Abuse Prevention and Treatment Act of 1974 (P.L. 93-247) as amended to serve as the focus for Federal activities related to child abuse and neglect. The National Center conducts research into the causes, prevention, and treatment of child abuse and neglect; supports demonstration projects designed to reveal the best means of prevention and treatment; publishes directories of programs and research; provides technical assistance to public and private agencies and community groups; and, through its state grant program, provides resources for states to improve and strengthen their programs.

- Program Development and Improvement

  Since 1975 approximately 625 projects nationwide have received funding to further the knowledge base about preventing, identifying and treating child abuse and neglect. These projects involve multidisciplinary, multiservice delivery systems and encompass virtually every aspect of child maltreatment.

  In earlier years, major areas of concentration included: prevention of child abuse and neglect, clinical treatment, public child protective services, legal services to juveniles, prevention and treatment of sexual abuse, adolescent maltreatment (including sexual exploitation), protection of children in special institutions, minority issues, developmental disabilities, mental health services, child abuse in military families, and parental and victim self-help. More recently, NCCAN has funded projects to strengthen support systems and provide education to parents at their worksites and thereby prevent stress and isolation; test models for the use of therapeutic family daycare homes as remedial settings for abused and neglected children; assess informal, non-systematic screening at intake in child protective service agencies; examine alternatives to taking cases to court with an emphasis on reducing the stress on the child; develop model approaches to assessing child fatalities among children already known to the child protective service system; and research projects to assess the state of the theoretical knowledge base for the treatment and prevention of child sexual abuse.

In Fiscal Year 1984, NCCAN identified the following priority areas as meriting further study and funded discretionary grants relating to:

- Designing remedial preventive projects aimed at maltreated adolescents.
- Building capacity and resources in minority communities.
- Using school systems in preventing child maltreatment and, in particular, defining the role of schools for dealing with the perinatal period.
- Developing procedures for dealing with situations of medical, nutritional, and social neglect of impaired infants.
- Developing innovative designs focused on problems associated with child neglect, including case decisionmaking, intervention techniques, and case management procedures resulting in more effective handling of neglect cases by Child Protective Services.
- Assessing the "lack of supervision" category of child neglect.
- Examining emotional maltreatment from the perspectives of identification, investigation, adjudication and treatment.
- Improving the handling of child sexual abuse cases from initial investigation to litigation.
- Developing strategies that can serve as alternatives to litigation.
- Studying nonprofessional sources of reports of child maltreatment.
- Implementing a variety of previously demonstrated services. Included here are areas such as perinatal prevention services in hospitals, peer support groups for adults and teenagers, multidisciplinary case consultation teams, and parental self-referral systems. A major initiative in this category involves expansion and replication of parent aide projects nationwide.

In Fiscal Year 1985, NCCAN funded research and demonstration projects in the following priority areas:

- Parent aides and respite care to increase the use of volunteer and para-professional support for families who are child protective clients and thus prevent unnecessary placement of children in foster care.

- Use of clinicians for child abuse and neglect treatment to demonstrate the use of performance-based contracting to procure clinical service for the victims of child abuse and neglect.

- Coordination and handling of reported cases of child sexual abuse by CPS, law enforcement agencies, and the justice system.

- Recruitment of volunteers to serve as Court Appointed Special Advocates (CASAS) to work within the court system. This will demonstrate the use of seed grants to recruit, train and use volunteers as CASAS and recommend to juvenile court judges which course of action is in the best interest of the child.

- Improvement of the capability of runaway and homeless youth shelters to identify and treat adolescents who have been physically or sexually abused.

- Development of training materials for teachers and other staff in kindergartens and elementary schools, junior high and high schools on child sexual abuse and child molestation prevention.

- Increasing awareness and education of the public and service providers about child sexual abuse by the use of public service announcements, posters, or repackaging existing materials on child sexual abuse as guidebooks for parents and service providers.

- Providing training to enhance multidisciplinary support in services for abused and neglected children.

- Information Guidelines and Dissemination

NCCAN's most significant efforts in this area relate to incidence and reporting data. Through the National Center, the Department of Health and Human Services has funded the American Humane Association to conduct an ongoing national study on child neglect and abuse reporting. This project collects and analyzes statistical information about reports of child abuse and neglect that the states receive from child protective service agencies.

One of the basic strengths of NCCAN activities lies in its capacity to disseminate information about child abuse and neglect through the Clearinghouse on Child Abuse and Neglect Information. Further information is given on the Clearinghouse on the last page of the publication.

The Military Family Resource Center, a joint venture with the Department of Defense and the Department of Health and Human Services, is a coordinative effort begun several years ago to provide information and technical assistance to enhance military support systems on behalf of vulnerable military families worldwide.

- Implementation

NCCAN supports state efforts to prevent child abuse through the state grants program, which provides eligible states with funds to develop, strengthen and carry out prevention and treatment programs. Awards amounting to $6.72 million were made in Fiscal Year 1984. The number of states eligible for this funding has jumped from 4 in 1975 to 51 in 1984.

A major purpose of the state grant program is to support start-up activities which, if proven successful, will be continued by the state with other funds. Approximately 30 percent of projects conducted with state grant funds have been continued after the start-up phase using state-appropriated funds. Most of the others involved one-time-only activities, such as development of protocols, procedural manuals and central register systems for compiling information or reports. Through the leadership of the National Center, an informal yet very effective peer support system of state child protective services agencies has developed over the past years, as the states have come to share information about successful projects and effective approaches.

- Coordination

The major vehicle for accomplishing the function of coordinating Federal responsibilities is the Advisory Board on Child Abuse and Neglect, composed of more than 20 representatives from agencies within the Department of Health and Human Services and other Federal departments. It also includes 12 representatives from the general public appointed by the Department. Established

by the Child Abuse Prevention and Treatment Act, the Interagency Board advises the Secretary of Health and Human Services on coordination of Federal efforts to prevent and treat child abuse and neglect. Specific tasks, such as development of a comprehensive plan for coordinating prevention and treatment programs and development of standards for programs and projects, were required by law and have been successfully accomplished by past Boards.

STATE CHILD PROTECTION AGENCIES: REPORTING PROCEDURES

Because the responsibility for investigating reports of suspected child abuse and neglect rests at the State level, each State has established a child protective services (CPS) reporting system. Listed below are the names and addresses of the CPS agency in each State, followed by the procedures for reporting suspected child maltreatment. A number of States have toll-free (800) telephone numbers that can be used for reporting. Some States have two numbers, one for individuals calling within the State and the other for those calling outside of the State. Normal business hours vary from agency to agency, but are typically from 8-9 a.m to 4:30 or 5 p.m.

Alabama:
Alabama Department of Human Resources
Division of Family and Children's Services
Office of Protective Serv.
64 North Union Street
Montgomery, AL 36130-1801

During business hours, make reports to the County Department of Human Resources, Child Protective Services Unit. After business hours, make reports to local police.

Alaska:
Department of Health and Social Services
Division of Family and Youth Services
Box H-05, Juneau, AK 99811

Ask the operator for Zenith 4444 to make reports in-State. Out-of-State, add area code 907. This telephone number is toll free.

American Samoa:
Government of American Samoa
Office of the Attorney General
Pago Pago, American Samoa 96799
Make reports to the Department of Human Resources at (684) 633-4485.

Arizona:
Department of Economic Security Administration for Children, Youth and Families
P.O. Box 6123
Site COE 940A
Phoenix, AZ 85005

Make reports to Department of Economic Security local offices.

Arkansas:
Arkansas Department of Human Services
Division of Children and Family Services
P.O. Box 1437
Little Rock, AR 72203

Make reports in-State to (800) 482-5964.

California:
Office for Child Abuse Prevention
Department of Social Services
714-744 P Street, Room 950
Sacramento, CA 95814

Make reports to County Departments of Welfare and the Central Registry of Child Abuse (916) 445-7546, maintained by the Department of Justice.

Colorado:
Department of Social Services Central Registry
P.O. Box 181000
Denver, CO 80218-0899

Make reports to County Departments of Social Services.

Connecticut:
Connecticut Department of Children and Youth Services
Division of Children and Protective Services
170 Sigourney Street
Hartford, CT 06105

Make reports in-State to (800) 842-2288 or out-of-State to (203) 344-2599.

Delaware:
Delaware Department of Services for Children, Youth and Their Families
Division of Child Protective Services
330 East 30th Street
Wilmington, DE 19802

Make reports in-State to (800) 292-9582.

District of Columbia:
District of Columbia Department of Human Services
Commission on Social Services
Family Services Administration
Child and Family Services Division
500 First Street NW
Washington, DC 20001

Make reports to (202) 727-0995.

Florida:
Florida Child Abuse Registry
1317 Winewood Boulevard
Tallahassee, FL 32301

Make reports in-State to (800) 342-9152 or out-of-State to (904) 487-2625.

Georgia:
Georgia Department of Human Resources
Division of Family and Children Services
878 Peachtree Street, N.W.
Atlanta, GA 30309

Make reports to County Departments of Family and Children Services.

Guam:
Department of Public Health and Social Services
Child Welfare Services
Child Protective Services
P.O. Box 2816
Agana, GU 96910

Make reports to the State Child Protective Services Agency at (671) 646-8417.

Hawaii:
Department of Social Services and Housing
Public Welfare Division
Family and Children's Services
P.O. Box 339
Honolulu, HI 96809

Make reports to each Island's Department of Social Services and Housing CPS reporting hotline.

Idaho:
Department of Health and Welfare
Field Operations Bureau of Social Services and Child Protection
450 West State, 10th Floor
Boise, ID 83720

Make reports to Department of Health and Welfare Regional Offices.

Illinois:
Illinois Department of Children and Family Services
Station 75
State Administrative Offices
406 East Monroe Street
Springfield, IL 62701

Make reports in-State to (800) 25-ABUSE or out-of-State to (217) 785-4010.

Indiana:
Indiana Department of Public Welfare-Child Abuse and Neglect
Division of Child Welfare-Social Services
141 South Meridian Street
Sixth Floor
Indianapolis, IN 46225

Make reports to County Departments of Public Welfare.

Iowa:
Iowa Department of Human Services
Division of Social Services
Central Child Abuse Registry
Hoover State Office Building
Fifth Floor
Des Moines, IA 50319

Make reports in-State to (800) 362-2178 or out-of-State (during business hours) to (515) 281-5581.

Kansas:
Kansas Department of Social and Rehabilitation Services
Division of Social Services
Child Protection and Family Services Section
Smith-Wilson Building
2700 West Sixth Street
Topeka, KS 66606

Make reports to Department of Social and Rehabilitation Service Area Offices.

Kentucky:
Kentucky Cabinet of Human Resources
Division of Family Services
Children and Youth Services Branch
275 East Main Street
Frankfort, KY 40621

Make reports to County Offices in 14 State districts.

Louisiana:
Louisiana Department of Health and Human Resources
Office of Human Development
Division of Children, Youth, and Family Services
P.O. Box 3318
Baton Rouge, LA 70821

Make reports to parish Protective Service Units.

Maine:
Maine Department of Human Services
Child Protective Services
State House, Station 11
Augusta, ME 04333

Make reports to Regional Office of Human Services; in-State to (800) 452-1999

or out-of-State to (207) 289-2983. Both operate 24 hours a day.

Maryland:
Maryland Department of Human Resources
Social Services Administration
Saratoga State Center
311 West Saratoga Street
Baltimore, MD 21201

Make reports to County Departments of Social Services or to local law enforcement agencies.

Massachusetts:
Massachusetts Department of Social Services
Protective Services
150 Causeway Street
11th Floor
Boston, MA 02114

Make reports to Area Offices or Protective Screening Unit or in-State to (800) 792-5200.

Michigan:
Michigan Department of Social Services
Office of Children and Youth Services
Protective Services Division
300 South Capitol Avenue
Ninth Floor
Lansing, MI 48926

Make reports to County Departments of Social Services.

Minnesota:
Minnesota Department of Human Services
Protective Services Division
Centennial Office Building
St. Paul, MN 55155

Make reports to County Departments of Human Services.

Mississippi:
Mississippi Department of Public Welfare
Bureau of Family and Children's Services
Protection Department
P.O. Box 352
Jackson, MS 39205

Make reports in-State to (800) 222-8000 or out-of-State (during business hours) to (601) 354-0341.

Missouri:
Missouri Child Abuse and Neglect Hotline
Department of Social Service
Division of Family Services
DFS, P.O. Box 88
Broadway Building
Jefferson City, MO 65103

Make reports in-State to (800) 392-3738 or out-of-State to (314) 751-3448. Both operate 24 hours a day.

Montana:
Department of Family Services
Child Protective Services
P.O. Box 8005
Helena, MT 59604

Make reports to County Departments of Family Services.

Nebraska:
Nebraska Department of Social Services
Human Services Division
301 Centennial Mall South
P.O. Box 95026
Lincoln, NE 68509

Make reports to local law enforcement agencies or to local social services offices or in-State to (800) 652-1999.

Nevada:
Department of Human Resources
Welfare Division
2527 North Carson Street
Carson City, NV 89710

Make reports to Division of Welfare local offices.

New Hampshire:
New Hampshire Department of Health and Welfare
Division for Children and Youth Services
6 Hazen Drive
Concord, NH 03301-6522

Make reports to Division for Children and Youth Services District Offices or in-State to (800) 852-3345, Ext.4455.

New Jersey:
New Jersey Division of Youth and Family Services
P.O. Box CN717
One South Montgomery Street
Trenton, NJ 08625

Make reports in-State to (800) 792-8610. District offices also provide 24-hour telephone services.

New Mexico:
New Mexico Department of Human Services
Social Services Division
P.O. Box 2348
Santa Fe, NM 87504

Make reports to County Social Services offices or in-State to (800) 432-6217.

New York:
New York State Department of Social Services
Division of Family and Children Services
State Central Register of Child Abuse and Maltreatment
40 North Pearl Street
Albany, NY 12243

Make reports in-State to (800) 342-3720 or out-of-State to (518) 474-9448.

North Carolina:
North Carolina Department of Human Resources
Division of Social Services
Child Protective Services
325 North Salisbury Street
Raleigh, NC 27611

Make reports in-State to (800) 662-7030.

North Dakota:
North Dakota Department of Human Services
Division of Children and Family Services
Child Abuse and Neglect Program
State Capitol
Bismarck, ND 58505

Make reports to County Social Services Offices.

Ohio:
Ohio Department of Human Services
Bureau of Children's Protective Services
30 East Broad Street
Columbus, OH 43266-0423

Make reports to County Departments of Human Services.

Oklahoma:
Oklahoma Department of Human Services
Division of Children and Youth Services
Child Abuse/Neglect Section
P.O. Box 25352
Oklahoma City, OK 73125

Make reports in-State to (800) 522-3511.

Oregon:
Department of Human Resources
Children's Services Division
Child Protective Services
198 Commercial Street, S.E.
Salem, OR 97310

Make reports to local Children's Services Division Offices and to (503) 378-4722.

Pennsylvania:
Pennsylvania Department of Public Welfare
Office of Children, Youth and Families
Child Line and Abuse Registry
Lanco Lodge, P.O. Box 2675
Harrisburg, PA 17105

Make reports in-State to CHILDLINE (800) 932-0313 or out-of-State to (713) 783-8744.

Puerto Rico:
Puerto Rico Department of Social Services
Services to Family With Children
P.O. Box 11398
Fernandez Juncos Station
Santurez, PR 00910

Make reports to (809) 724-1313.

Rhode Island:
Rhode Island Department for Children and Their Families
Division of Child Protective Services
610 Mt. Pleasant Avenue
Bldg. #9
Providence, RI 02908

Make reports in-State to (800)RI-CHILD or 742-4453 or out-of-State to (401) 457-4996.

South Carolina:
South Carolina Department of Social Services
1535 Confederate Avenue
P.O. Box 1520
Columbia, SC 29202-1520

Make reports to County Departments of Social Services.

South Dakota:
Department of Social Services
Child Protection Services
Richard F. Kneip Building
700 Governors Drive
Pierre, SD 57501

Make reports to local social services offices.

Tennessee:
Tennessee Department of Human Services
Child Protective Services
Citizen Bank Plaza
400 Deadrick Street
Nashville, TN 37219

Make reports to County Departments of Human Services.

Texas:
Texas Department of Human Services
Protective Services for Families and Children Branch
P.O. Box 2960, MC 537-W
Austin, TX 78769

Make reports in-State to (800) 252-5400 or out-of-State to (512) 450-3360.

Utah:
Department of Social Services
Division of Family Services
P.O. Box 45500
Salt Lake City, UT 84110

Make reports to Division of Family Services District Offices.

Vermont:
Vermont Department of Social and Rehabilitative Services
Division of Social Services
103 South Main Street
Waterbury, VT 05676

Make reports to District Offices or to (802) 241-2131.

Virgin Islands:
Virgin Islands Department of Human Services
Division of Social Services
P.O. Box 550
Charlotte Amalie
St. Thomas, VI 00801

Make reports to Division of Social Services (809) 774-9030.

Virginia:
Commonwealth of Virginia
Department of Social Services
Bureau of Child Protective Services
Blair Building
8007 Discovery Drive
Richmond, VA 23229-8699

Make reports in-State to (800) 552-7096 or out-of-State to (804) 281-9081.

Washington:
Department of Social and Health Services
Division of Children and Family Services
Child Protective Services
Mail Stop OB 41-D
Olympia, WA 98504

Make reports in-State to (800) 562-5624 or local Social and Health Services Offices.

West Virginia:
West Virginia Department of Human Services
Division of Social Services
Child Protective Services
State Office Building
1900 Washington Street, East
Charleston, WV 25305

Make reports in-State to (800) 352-6513.

Wisconsin:
Wisconsin Department of Health and Social Services
Division of Community Services
Bureau for Children, Youth, and Families
1 West Wilson Street
Madison, WI 53707

Make reports to County Social Services Offices.

Wyoming:
Department of Health and
Social Services
Division of Public
Assistance and Social
Services
Hathaway Building
Cheyenne, WY 82002

Make reports to County
Departments of Public
Assistance and Social
Services.

NATIONAL ORGANIZATIONS CONCERNED WITH CHILD MALTREATMENT

Action for Child Protection
428 Fourth Street, Suite 5B
Annapolis, MD 21403
(301) 263-2509

Professional and institutional inquiries only.

American Academy of Pediatrics
141 Northwest Point Boulevard
P.O. Box 927
Elk Grove Village, IL
60009-0927
(800) 433-9016

For professional and public educational materials contact the Publications Department. For information on activities of the AAP Task Force on Child Abuse and Neglect, contact James Harisiades (Ext. 7937).

American Bar Association
National Legal Resource Center
for Child Advocacy and
Protection
1800 M Street, NW, Suite 200
Washington, DC 20036
(202) 331-2250

Professional and institutional inquiries only.

American Humane Association
American Association for
Protecting Children
9725 East Hampden Avenue
Denver, CO 80231
(301) 695-0811
(800) 227-5242

Professional publications and public inquiries regarding child protective services and child abuse and neglect.

American Medical Association
Health and Human Behavior
Department
535 North Dearborn
Chicago, IL 60610
(312) 645-5066

American Public Welfare
Association
1125 15th Street, N.W.
Suite 300
Washington, DC 20005
(202) 293-7550

Contact: Karen Bonner or Toshio Tatara

Association of Junior Leagues
660 First Avenue
New York, NY 10016
(212) 355-4380

Contact: For legislative information, Sally Orr, Public Policy Director; for individual Junior League programs and child abuse and neglect information, League Services Department.

Boys Clubs of America
Government Relations Office
611 Rockville Pike, Suite 230
Rockville, MD 20852
(301) 251-6676

Contact: Robbie Callaway

1,100 clubs nationwide serving 1.3 million boys and girls. Offers child safety curriculum.

C. Henry Kempe Center for
Prevention and Treatment of
Child Abuse and Neglect
1205 Oneida Street
Denver, CO 80220
(303) 321-3963

Contact: Gail Ryan for publications.

Child Welfare League of America
440 First Street, N.W.
Suite 310
Washington, DC 20001
(202) 638-2952

Contact: Beverly Jones

Professional and institutional inquiries only.

Childhelp USA
6463 Independence Avenue
Woodland Hills, CA 91367
Hotline: (800) 4-A-CHILD or (800) 422-4453

Provides comprehensive crisis counseling by mental health professionals for adult and child victims of child abuse and neglect, offenders, parents who are fearful of abusing or who want information on how to be effective parents. The Survivors of Childhood Abuse Program (SCAP) disseminates materials, makes treatment referrals, trains professionals, and conducts research.

General Federation of Women's Clubs
1734 N Street, N.W.
Washington, DC 20036
(202) 347-3163

Contact: Program Office

10,000 clubs nationwide. Provides child abuse and neglect prevention and education programs, nonprofessional support, and legislative activities. Programs are based on needs of community.

Military Family Resource Center (MFRC)
Ballston Centre Tower Three
Ninth Floor
4015 Wilson Boulevard
Arlington, VA 22203
(202) 696-4555

Recommends policy and program guidance to the Assistant Secretary of Defense (Force Management and Personnel) on family violence issues and assists the military services to establish, develop, and maintain comprehensive family violence programs.

National Association of Social Workers
7981 Eastern Avenue
Silver Spring, MD 20910
(301) 565-0333

Professional and institutional inquiries only.

National Association of State VOCAL Organizations
VOCAL, Inc. of Florida
P.O. Box 40460
St. Petersburg, FL 33743

Contact: Ed Carlson

Provides advocacy and support to develop balance and professionalism in the child protection system in order to protect the rights of children and families.

National Black Child Development Institute
1463 Rhode Island Avenue, N.W.
Washington, DC 20005
(202) 387-1281

Provides newsletter, annual conference, and answers public

inquiries regarding issues facing black children/youth.

National Center for Child Abuse and Neglect (NCCAN)
Children's Bureau
Administration for Children, Youth and Families
Office of Human Development Services
Department of Health and Human Services
P.O. Box 1182
Washington, DC 20013
(703) 821-2086

Clearinghouse provides selected publications and information services on child abuse and neglect.

National Center for Missing and Exploited Children
1835 K Street N.W., Suite 700
Washington, DC 20006
(202) 634-9821 or
(800) 843-5678

Toll-free number for reporting or sighting missing children or reporting cases of child pornography. Provides free written materials for the general public on child victimization as well as technical documents for professionals.

National Committee for Prevention of Child Abuse
332 South Michigan Avenue
Chicago, IL 60604
(312) 663-3520

68 local chapters (in all 50 States). Provides information and statistics on child abuse and maintains an extensive publications list. The National Research Center provides information for professionals on promising programs, methods for evaluating programs, and research findings.

National Council of Juvenile and Family Court Judges
P.O. Box 8970
Reno, NV 89507
(702) 784-6012

Contact: James Toner

Primarily professional and institutional inquiries.

National Council on Child Abuse and Family Violence
1050 Connecticut Ave. N.W., Suite 300
Washington, DC 20036
(800) 222-2000

Contact: Mary-Ellen Rood

National Crime Prevention Council
733 15th Street N.W., Rm. 540
Washington, DC 20005
(202) 393-7141

Contact: Terry Modglin, Director of Youth Programs

Provides personal safety curricula, including child abuse and neglect prevention education for elementary school children and model prevention programs for adolescents. Educational materials for parents, children, and community groups are available.

National Education Association (NEA)
Human and Civil Rights Unit
1201 16th Street N.W., Rm. 714
Washington, DC 20036
(202) 822-7711

Contact: Mary Faber

Offers training to NEA members. Sells child abuse and neglect training kit and supplemental materials to professionals and the general public.

National Exchange Club
Foundation for Prevention of
Child Abuse
3050 Central Avenue
Toledo, OH 43606
(419) 535-3232

Contact: George Mezinko,
Director of Foundation Serv.
Provides volunteer parent aide services to abusive and neglecting families in 37 cities.

National Network of Runaway
and Youth Services
905 Sixth St. N.W., Ste. 411
Washington, DC 20024
(202) 488-0739

Contact: Renee Woodworth

Provides written materials, responds to general inquiries regarding runaways and adolescent abuse, and serves as a referral source for runaways and parents.

National Organization for
Victim Assistance (NOVA)
717 D Street N.W.
Washington, DC 20004
(202) 393-NOVA

Provides information and referral for child victims as well as crisis counseling.

National Runaway Switchboard
Metro-Help, Inc.
2080 N. Lincoln
Chicago, IL 60657
800-621-4000 (toll-free)
(312) 880-9860 (business phone)

Contact: Beverly Edmonds

Provides toll-free information, referral, and crisis counseling services to runaway and homeless youth and their families. Also serves as the National Youth Suicide Hotline

Parents Anonymous
7120 Franklin Avenue
Los Angeles, CA 90046
(800) 421-0353 (toll-free)
(213) 410-9732 (business phone)

Contact: Margot Fritz, Acting Executive Director

1200 chapters nationwide. National program of professionally facilitated self-help groups. Each State has different program components.

Parents United/Daughters and Sons United/Adults Molested as Children United
P.O. Box 952
San Jose, CA 95108
(408) 280-5055

150 chapters nationwide. Provides guided self-help for sexually abusive parents as well as child and adult victims of sexual abuse.

NATIONAL CHILD WELFARE RESOURCE CENTERS

National Child Abuse and Neglect Clinical Resource Center
Kempe National Center
University of Colorado
Health Sciences Center
1205 Oneida Street
Denver, CO 80220
(303) 321-3963

National Child Welfare Resource Center for Management and Administration
University of Southern Maine
246 Deering Avenue
Portland, ME 04102
(207) 780-4430

National Legal Resource Center for Child Welfare
American Bar Association
1800 M Street N.W.
Suite S-200
Washington, DC 20036
(202) 331-2250

National Resource Center for Foster and Residential Care
Child Welfare Institute
P.O. Box 77364, Station C
Atlanta, GA 30357
(404) 876-1934

National Resource Center for Special Needs Adoption
A Division of Spaulding for Children
3660 Waltrous Road
P.O. Box 337
Chelsea, MI 48118
(313) 475-8693

National Resource Center for Youth Services
The University of Oklahoma
131 North Greenwood Ave.
Tulsa, OK 74120
(918) 585-2986

National Resource Center on Child Abuse and Neglect
American Association for Protecting Children
American Humane Association
9725 East Hampden Avenue
Denver, CO 80231
(303) 695-0811

National Resource Center on Child Sexual Abuse
11141 Georgia Avenue
Suite 310
Wheaton, MD 20902
(301) 949-5000

National Resource Center on Family Based Services
The University of Iowa
School of Social Work
N240 Oakdale Hall
Iowa City, IA 52242
(319) 335-4123

National Resource Institute on Children and Youth with Handicaps
Child Development and Mental Retardation Center
Room 405
University of Washington
Mailstop WJ-10
Seattle, WA 98195
(206) 543-2213

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Goldstein, J.; Freud, A.; and Solnit, A.J. Beyond the Best Interests of the Child. New York: Free Press, 1973.

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